GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:5235
ANSWERED ON:05.04.2017
Grievance Redressal Policy
De(Nag) Dr. (Smt.) Ratna;Tripathi Shri Sharad

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways has any systematic employee grievance redressal policy;

(b) if so, the details thereof and if not, the reasons therefor; and
(c) the details about the growing employee harassment cases in Lucknow Division specially the severe injustice done with the employee posted at Harkha Railway Station, Rae Bareli?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI RAJEN GOHAIN)

(a) & (b) Yes, Madam. The statutory provisions governing service conditions of Railway employees provide for in-built mechanism for redressal of grievances. In addition, the mechanism of Permanent Negotiating Machinery and Joint Consultative Machinery and Compulsory Arbitration scheme are functional on the Railways for redressal of the employee grievances. Further, a dedicated portal namely NIVARAN is also operational, through which employees can register their grievances online and action taken thereon is communicated to them online.

(c) There is no report of growing employee harassment cases in Lucknow division. A case has come to notice where a medically de-categorised employee posted at Arkha Railway Station under Lucknow division was offered alternative post at the same station, but he refused to join the said post, insisting for posting at the Divisional Headquarters and remained unauthorisedly absent thereafter. Non-compliance of posting order and continued unauthorized absence from duty by the said employee has been dealt with as per provisions regulating service conditions.

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